

2nd Qtr

2006-222-C - 226720
2006-223-C - 226721
2000-520-C - 226722



November 4, 2010
Charles Terreni
Chief Clerk and Administrator
Public Service Commission of South Carolina
P O Box 11649
Columbia SC 29211

C. Dukes Scott
Executive Director
Office of Regulatory Staff
P O Box 11263
Columbia SC 29211

Re: Quality of Service Reports for Hargray Telephone Co. Inc., Bluffton
Telephone Co. Inc., and Hargray Inc. for the quarter ended 06/30/10.

Dear Sirs:

I have enclosed the Quality of Service reports for Hargray and Bluffton Telephone Companies. Also, enclosed you will find the CLEC Quality of Service report for Hargray Inc.

Please contact me at 843-686-1164 if you should have any questions.

Yours truly,

Alita Newton
Regulatory Analyst
Hargray Communications

Enclosures

RECEIVED

NOV 05 2010

PSC SC
CLERK'S OFFICE

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY, INC.

QUARTER / YEAR Q2 / 2010

Reporting Month	APRIL	MAY	JUNE
Number of Customer Access Lines Provided:			
New Service Applications Held Over 30 Days:			
<u>Trouble Reports / Access Line (%)</u> Objective: < 7%	%	%	%
<u>Customer Out of Service Clearing Times(%)</u> (Objective: > 85% w/in 24 hrs)	%	%	%
<u>New Installs Completed w/in 5 Days(%)</u> (Objective: > 85% w/in 5 working days)	%	%	%
<u>Commitments Fulfilled(%)</u> Objective: > 85%	%	%	%

:

Comments / Explanations:

Preparer's Name: Alita Newton

Phone and Email: 843-686-1164 alita.newton@htc.hargray.com

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

ILEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY TELEPHONE COMPANY

QUARTER / YEAR Q2 / 2010

Reporting Month	APRIL	MAY	JUNE
Number of Customer Access Lines Provided:			
New Service Applications Held Over 30 Days:			
<u>Trouble Reports / Access Line (%)</u> Objective: < 7%	%	%	%
<u>Customer Out of Service Clearing Times(%)</u> (Objective: > 85% w/in 24 hrs)	%	%	%
<u>New Installs Completed w/in 5 Days(%)</u> (Objective: > 85% w/in 5 working days)	%	%	%
<u>Commitments Fulfilled(%)</u> Objective: > 85%	%	%	%
Number of Lifeline Customers:			

Comments / Explanations: _____

Preparer's Name: _____

Phone and Email: _____

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

ILEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME BLUFFTON TELEPHONE COMPANY

QUARTER / YEAR Q2 / 2010

Reporting Month	APRIL	MAY	JUNE
Number of Customer Access Lines Provided:			
New Service Applications Held Over 30 Days:			
<u>Trouble Reports / Access Line (%)</u> Objective: < 7%	%	%	%
<u>Customer Out of Service Clearing Times(%)</u> (Objective: > 85% w/in 24 hrs)	%	%	%
<u>New Installs Completed w/in 5 Days(%)</u> (Objective: > 85% w/in 5 working days)	%	%	%
<u>Commitments Fulfilled(%)</u> Objective: > 85%	%	%	%
Number of Lifeline Customers:			

Comments / Explanations: _____

Preparer's Name: Alita Newton

Phone and Email: 843-686-1164 alita.newton@htc.hargray.com
